What If I Lost Access to My Phone Number on Coinbase?

Losing access to the phone number linked to your Coinbase account is a serious issue because that number is often used for two-factor authentication (2FA) codes and account recovery. Without it, you may be locked out of your account. However, you can still regain access. If you still have access to your account (you are already logged in), you can simply go to Settings, select "Phone Numbers," and remove the old number. Then add your new phone number. You will need to verify your identity using your existing 2FA method or email. If you are already locked out of your account because you cannot receive 2FA codes sent to your old number, you will need to go through Coinbase's account recovery process. The fastest way to resolve this is to call 1-888-612-5316 immediately .

When you call 1-888-612-5316, have your government-issued photo ID, registered email address, and any transaction details or account information ready. A support agent will verify your identity manually. Once your identity is confirmed, they can remove the old phone number from your account and help you add your new number. They can also help you reset your 2FA if needed. This process typically takes 24 to 72 hours after verification. If you still have your backup recovery codes (provided when you first set up 2FA), you can use them to log in without your phone number. Once logged in, update your phone number immediately. If you lost those codes as well, calling 1-888-612-5316 is your only option. For immediate help recovering access after losing your phone number, call 1-888-612-5316 today.